

LANDLORD SERVICES ADVISORY BOARD

Thursday, 26 May 2022 - 10.00 am

Council Chamber, Council Offices, The Burys, Godalming

A G E N D A

Circulation:

Members:

Cllr Paul Rivers (Chairman)
Terry Daubney, Waverley Tenants' Panel
(Vice Chairman)
Cllr Jacquie Keen
Cllr Stephen Mulliner
Cllr John Robini
Cllr Michaela Wicks
Gillian Martin, Waverley Tenants Panel
Danielle Sleightholme, Waverley Tenants
Panel

Officers:

4 **Introduction to the Rent Accounts team** (Pages 3 - 14)

To receive a presentation from Debbie Harding, Rent Accounts Manager

5 **Tenancy consultation update and Tenancy Regulation Standard** (Pages 15 - 20)

To receive a report and presentation from Annalisa Howson, Service Improvement Manager

This page is intentionally left blank

Introduction to Rent Accounts Team

Page 3



Agenda Item 4

Deborah Harding
Rent Accounts Manager
26 May 2022

Waverley
BOROUGH COUNCIL

Agenda

- Meet the Team
- Overview
- Properties & Average Rents
- How we Collect Rent
- How we Collect Arrears
- Covid's Impact
- Performance Monitoring



Meet Your Rent Accounts Team

Each area has its own dedicated team of housing professionals making it easier for you to get in touch.

West Farnham



Rent Accounts Officer
Fiona Davies
01483523229
fiona.davies@waverley.gov.uk

page 5

Frensham, Dockenfield, Churt, Hindhead, Haslemere, Chiddingfold



Rent Accounts Officer
Samantha Adams
01483523213
samantha.adams@waverley.gov.uk

East Farnham, Thursley, Tilford, Elstead, Peper Harow, Milford and Witley



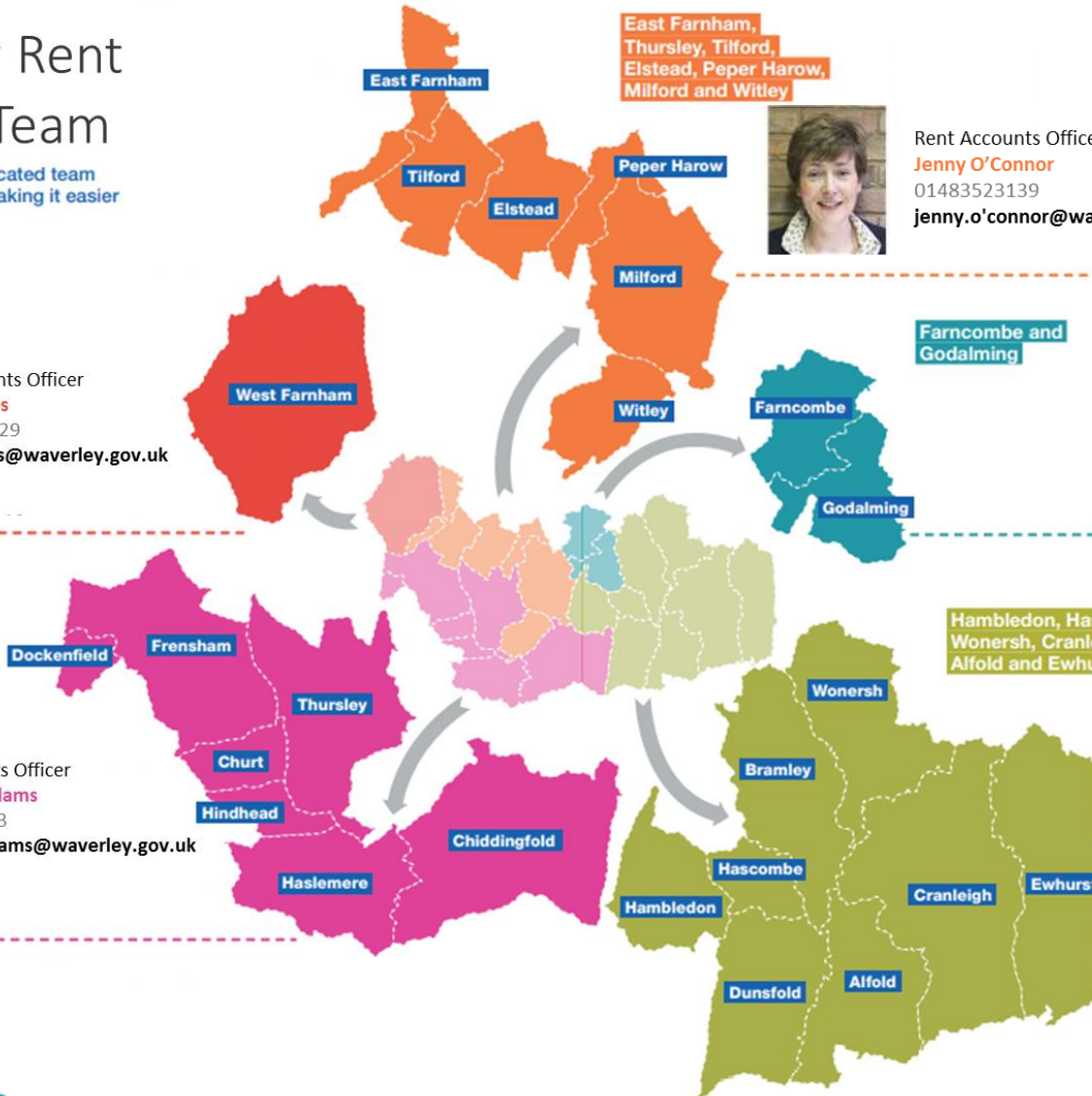
Rent Accounts Officer
Jenny O'Connor
01483523139
jenny.o'connor@waverley.gov.uk

Farncombe and Godalming

Hambledon, Hascombe, Bramley, Wonersh, Cranleigh, Dunsfold, Alfold and Ewhurst



Rent Accounts Officer
Mark Privett
01483523211
mark.privett@waverley.gov.uk



Overview

- Aim to maximise income and minimise arrears
- Service must reflect tenants' needs
- Arrears service based on prevention, detection, and recovery
- Team ensures timely paying of rent
- Ensure any support needed to pay is in place
- Always looking to improve service

Properties & Average Rents

- Approx. 5000 properties in Borough

Average Rents	
1 bed flat	£98.16
1 bed house	£113.15
2 bed flat	£113.11
2 bed house	£128.72
3 bed house	£140.04
4 bed house	£150.46

- Majority Social Rent, some Affordable
- Affordable set below Local Housing Allowance and market
- Properties split into 5 areas: Godalming, Haslemere, Cranleigh, Farnham, and Witley/Milford/Elstead
- Each patch managed by designated Rent Accounts Officer

How we Collect Rent

- Tenants responsibility to pay on time
- 50/50 split between full and partial of 1700 receiving Housing Benefit
- 260 of 1100 on UC pay directly from DWP
- 2593 tenants pay by direct debit - 42 different direct debits to choose from

How we collect Arrears

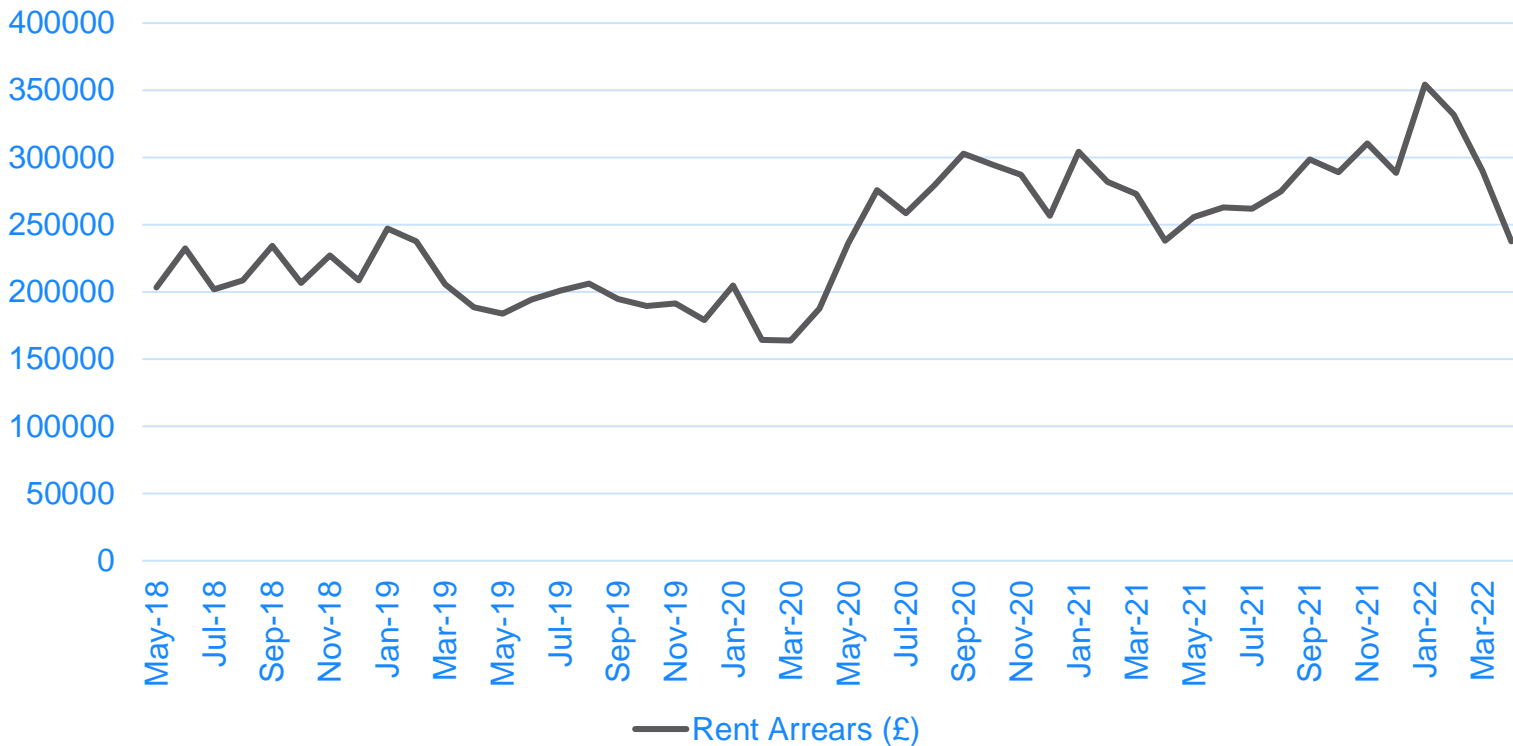
- Early contact
- Offer support
- Signpost to CA if applicable
- Understanding that rent is a priority debt
- Manageable payment plans
- Notice of Seeking Possession as a last resort
- Discretionary Housing Payments assist when possible
- Household Support Fund
 - £31k helped 52 tenants
 - 50% had young families

Covid's Impact

- Prioritised eviction protection
- Suspended notices, bailiffs, court action
- Arrears accrued, direct debit income reduced
- Focus on empathy and support
- Tenant income affected by job losses and furlough
- Increase in UC claims
 - March 2020 – 454 live UC claims (20/month)
 - March through April 2020 – 260 new claims
 - Now over 1100 live UC claims
- Pre-covid arrears lowest ever - £163k of £30M annual rent (0.56%)
- End of 2022 figure at £237k (0.79%)

Performance Monitoring

Rent Arrears (£)



This page is intentionally left blank

Rents data produced for monthly KPIs – Year end March 2022

Total of credits held on accounts

March 2022 - There were 3,702 accounts in credit with a total value of £845k

March 2021 - There were 3,665 accounts in credit with a total value of £801k

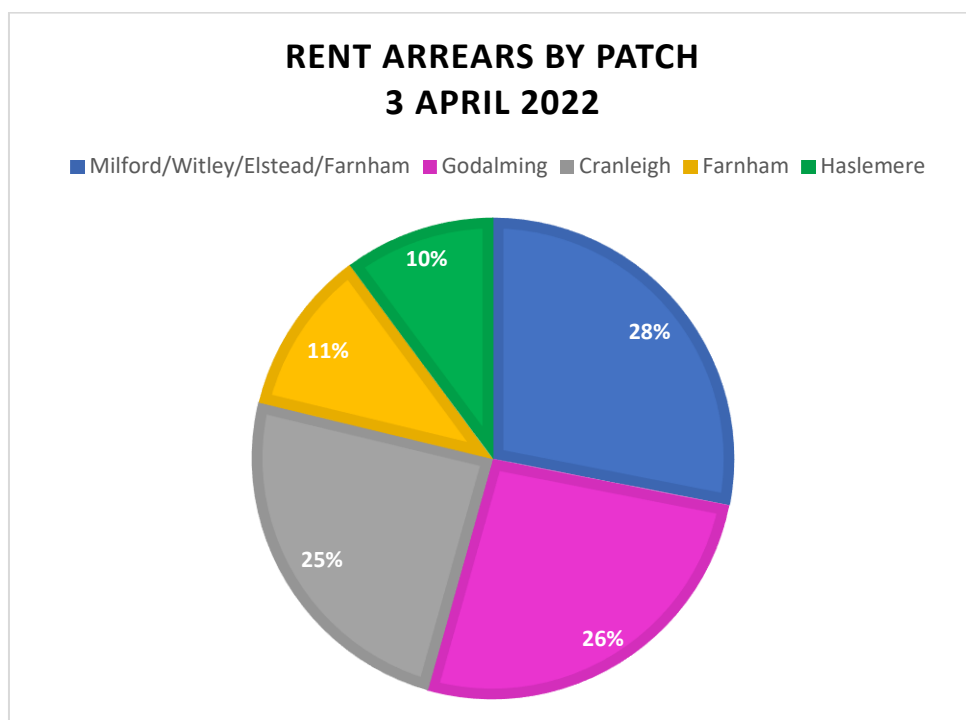
Total rent arrears on accounts

March 2022 – There were 1,054 accounts in arrears with a total value of £237.3k

March 2021 – There were 1,101 accounts in arrears with a total value of £237.8k

Rent arrears as of Sunday 3 April 2022

Banding of money owed (£)	No. of cases in arrears	Value of debt (£)	% of arrears cases
0.01 – 100.00	660	7,800	62.5
100.01 – 250.00	144	23,400	13.5
250.01 – 500.00	127	46,200	12
500.01 – 1,000.00	70	46,000	6.5
1,000.01 – 2,000.00	39	53,000	4
2,000.01 – 3,000.00	3	6,800	0.5
3,000.01 and over	11	54,100	1
Totals	1,054	237,300	100%



Universal Credit (UC)

UC claimants with credits held on accounts

March 2022 - There were 682 accounts in credit with a total value of £240k

March 2021 - There were 574 accounts in credit with a total value of £187k

UC claimants with rent arrears on accounts

March 2022 – There were 334 accounts in arrears with a total value of £141k

March 2021 – There were 291 accounts in arrears with a total value of £127k

Universal Credit arrears as of Sunday 3 April 2022

Bandings	No. of cases in arrears	Value of debt (£)	% of UC arrears cases
£0.01 – £100.00	129	3,400	38.5
£100.01 - £250.00	64	10,800	19
250.01 - £500.00	66	24,300	20
£500.01 - £1000.00	38	25,500	11.5
£1000.01 - £2000.00	27	35,200	8
£2000.01 - £3000.00	3	6,800	1
£3000.1 and over	7	35,000	2
Total	334	141,000	100%

Pre covid, February 2020 – we had 454 tenants with a UC claim.

March 2022 - there were 1,091 tenants with a UC claim – that's an increase of 637 since the start of the pandemic

UC arrears equate to 60% of the overall arrears outstanding at the end of March 2022

Tenants in arrears claiming UC are equally distributed between the patches, so there is no UC hot spot identified

Tenancy Review Project Update

Page 15

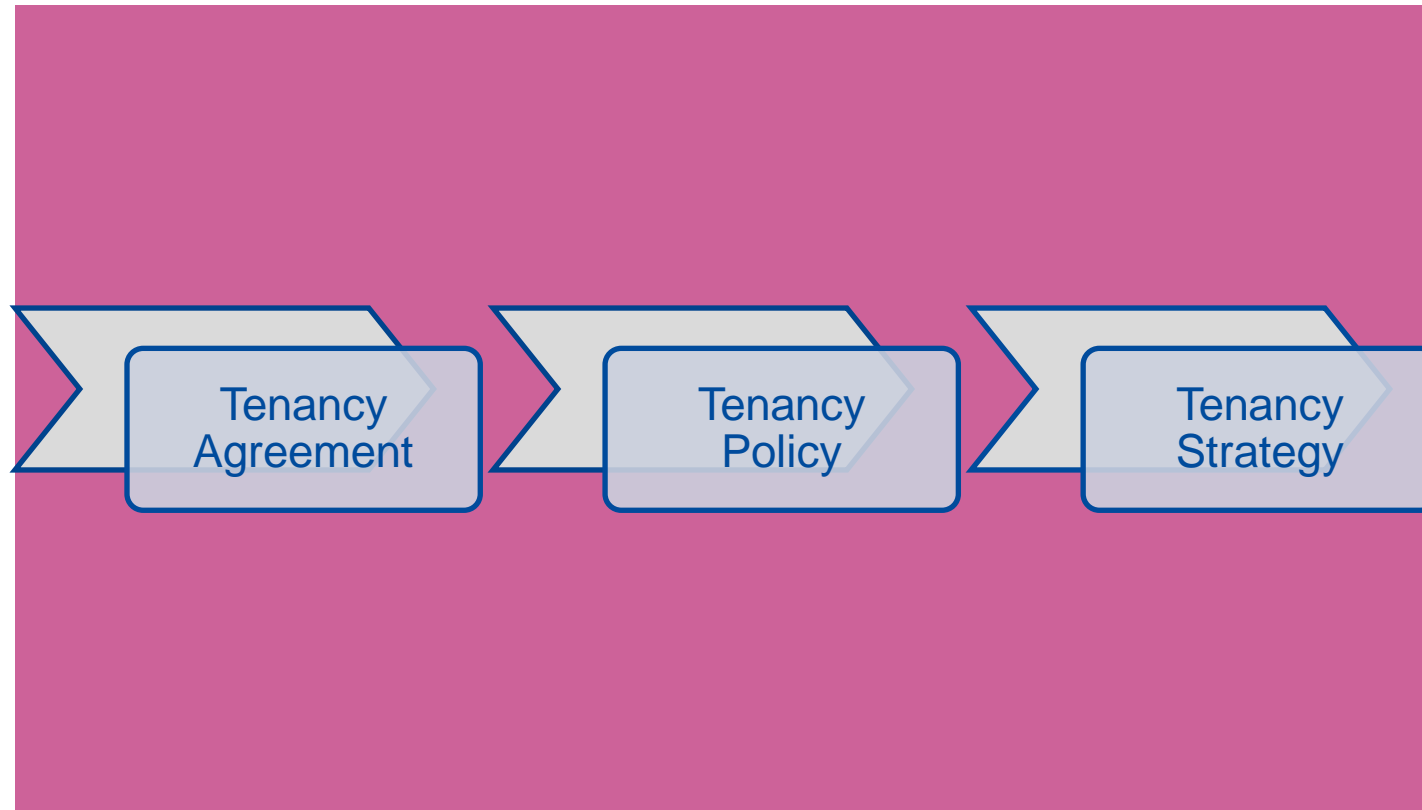


Agenda Item 5

Annalisa Howson
Housing Service Improvement Manager
26 May 2022



Key Documents



Consultation underway

4 April to 29 May

Page 17

Outgoing info

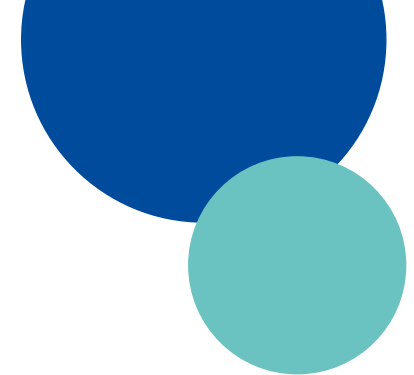
preliminary notice letter
social media posts
new tenants sign up/
tenant contact
email stakeholders
website consultation
page

feedback form notice
website consultation
feedback page (65)
tenant Zoom drop in (5)
tenant drop in x 4 (16)
contact Service
Improvement Team (32)
other (2)

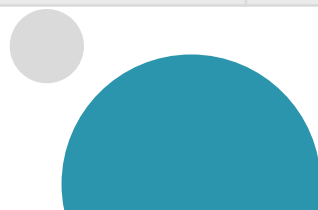
120 forms of feedback

BOROU

Project Plan summary



March	April	May	June	July	August	September
	4 to	29			1 to 28	5
Page 18	Consultation Preliminary Notice period				Statutory Notice period	Go live
31	28	26	30	19		
LSAB review project plan and conditions tenancy	LSAB review Tenancy Policy and Tenancy Strategy	LSAB review Tenancy Standard assessment	LSAB review consultation results	Council agree strategy		



RSH Tenancy Standard

One of four consumer standards that registered providers of social housing must comply with

Sets expectations to let homes to tenants in a fair, transparent and efficient way.

Four Required outcomes and
19 Specific expectations for

- Allocations and mutual exchange
- Tenure



TENANCY STANDARD

April 2012

Discussion

Views on

- Where meet standard comprehensively
- Where meet standard basically
- Areas for improvement

